

**TEXAS DEPARTMENT OF HEALTH
BUREAU OF HIV AND STD PREVENTION**

FOP-PS-007

Minimum Standards for Transportation Services

1. Mode of Transportation

There is a description of the mode(s) of transportation utilized by the agency (e.g., an agency vehicle, volunteer/staff, bus pass).

2. Agency Vehicle

- a. Routine maintenance records and other repair information are available.
- b. Procedures are in place for scheduling use of the vehicle.
- c. Agency maintains documentation of current insurance coverage required by state law and funding sources for all agency-owned vehicles.
- d. Vehicle license and inspection are current.
- e. A log/form for collection of mileage is maintained by the drivers(s) and is reviewed at least quarterly by supervisor.
- f. All regular drivers have received training in universal precautions and infection control appropriate to their duties.

3. Transportation Vouchers/Passes

- a. Procedures are in place regarding use and distribution of vouchers or passes.
- b. A system is in place to account for the purchase and distribution of vouchers and passes.
- c. A security system is in place for storage of and access to vouchers, passes and fees collected.
- d. All fees received are reported as program income as appropriate.

4. **Service Delivery**

- a. Agency does not provide direct transportation services to clients in need of emergency medical care and there is a policy in place to address this.
- b. Clients are provided with information on transportation services and instructions on how to access the services.
- c. The agency provides clients with information on transportation limitations, clients' responsibilities for accessing the receiving transportation, and the agency's responsibilities for providing transportation.
- d. Other transportation resources are utilized whenever possible, such as Medicaid eligible clients using the TDH Medicaid transportation program.

5. **Drug Usage**

- a. A policy is in place to prohibit the use by drivers of any drugs (including alcohol) which may impair the ability to drive.
- b. A 'no smoking' policy is in place while transporting clients.

6. **Safety Issues**

- a. All drivers have current driver' licenses for the type of vehicle driven as well as levels of liability insurance required by state law and funding sources.
- b. There is a policy regarding training for the proper boarding/unloading assistance of passengers and manipulation of wheelchair; and other durable health devices. (A potential resource for this information would be Texas Rehabilitation Commission).
- c. Vehicles are equipped with working safety belts and other devices as needed (e.g., restraining straps for wheel chairs).
- d. There is a policy in place for the required use of seat belts by drivers and passengers.
- e. A signed statement from the driver(s) agreeing to safe driving practices is on file.
- f. A signed statement from clients agreeing to safe and proper conduct in the vehicle is on file. This statement is to include the consequences of violating the agreement.

- g. There is evidence that child safety seats are provided as required by law.
- h. There are emergency procedures in place in case of an accident.
- i. There is a policy in place regarding agency response to drivers who receive moving violations while transporting clients.

1. **Documentation and Record Keeping**

- a. There are procedures for documenting client requests and service delivery.
- b. Data regarding client transportation services is accurately documented in the COMPIS system and reported as required to the TDH.

2. **Client Satisfaction**

There is a method to regularly obtain client input on the transportation service provided by the agency, and this input is used to make program changes with appropriate reporting to the Consortium and Administrative Agency.